



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
)  
**Baggenstoss et al.** ) Art Unit: **2642**  
)  
Serial No.: **10/733,137** ) Confirmation No. **8268**  
)  
Filed: **December 11, 2003** )  
)  
For: **Managing the Selection of** )  
**Performance Interventions in** )  
**A Contact Center** )

**INFORMATION DISCLOSURE STATEMENT**

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

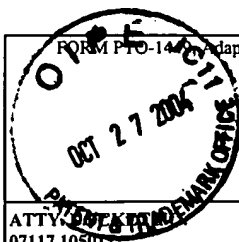
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K&S Docket: 07117.105017 US  
3578381

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on October 25, 2004.

  
Robert T. Neufeld, Reg. No. 48,394

FORM PTO-144, adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*

ATTY. DATA 07117.105017	SERIAL NO. 10/733,137	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2642

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,100,329	3/31/1992	Deesen et al.			11/27/1990
	AB	6,775,377 B2	8/10/2004	McIlwaine et al.			7/18/2002
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						

**FOREIGN PATENT DOCUMENTS**

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
	AN						
	AO						

**OTHER REFERENCES** *(Including Author, Title, Date, Pertinent Pages, Etc.)*

AP	Affidavit for John McIlwaine dated September 20, 2004
AQ	Star Trainer; <i>Simulation Training for Call Center Agents</i>

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.